NORTH CAROLINA
Department of Transportation

DMV Operational Initiatives

Karen A. Brown, Deputy Commissioner

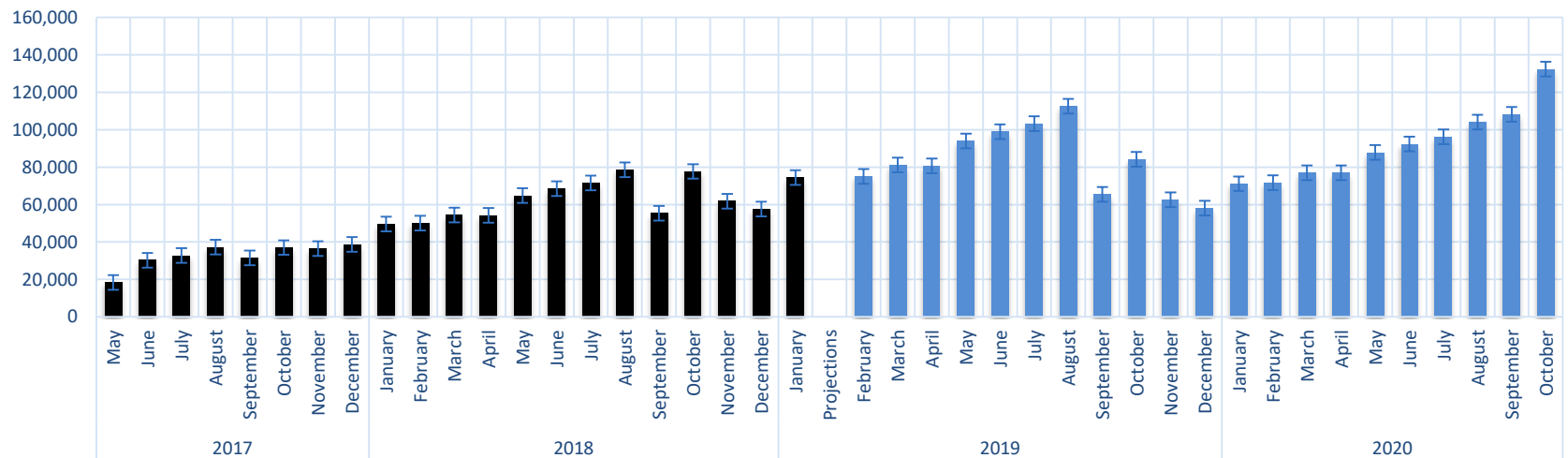March 13, 2019

THE REAL DEAL ABOUT
REAL ID ★

- Requires states to issue identification that meets higher security standards.

- Starting October 2020 Federal Agencies will enforce tougher security standards at airports, federal buildings, military installations and nuclear site.

- REAL ID is not a different form of identification.

- Same cost as a driver license or identification card

- First REAL ID must be obtained in a driver license office

REAL ID Issuances through October 2020

1,150,788 REAL IDs issued through February 2019

State-to-State

- Part of REAL ID compliance

- Verification of new issuance for out-of-state customers

- Implemented February 2019

- N.C. was the 21st state to implement

- Immediately resulted in 220,000 records that require back office validation
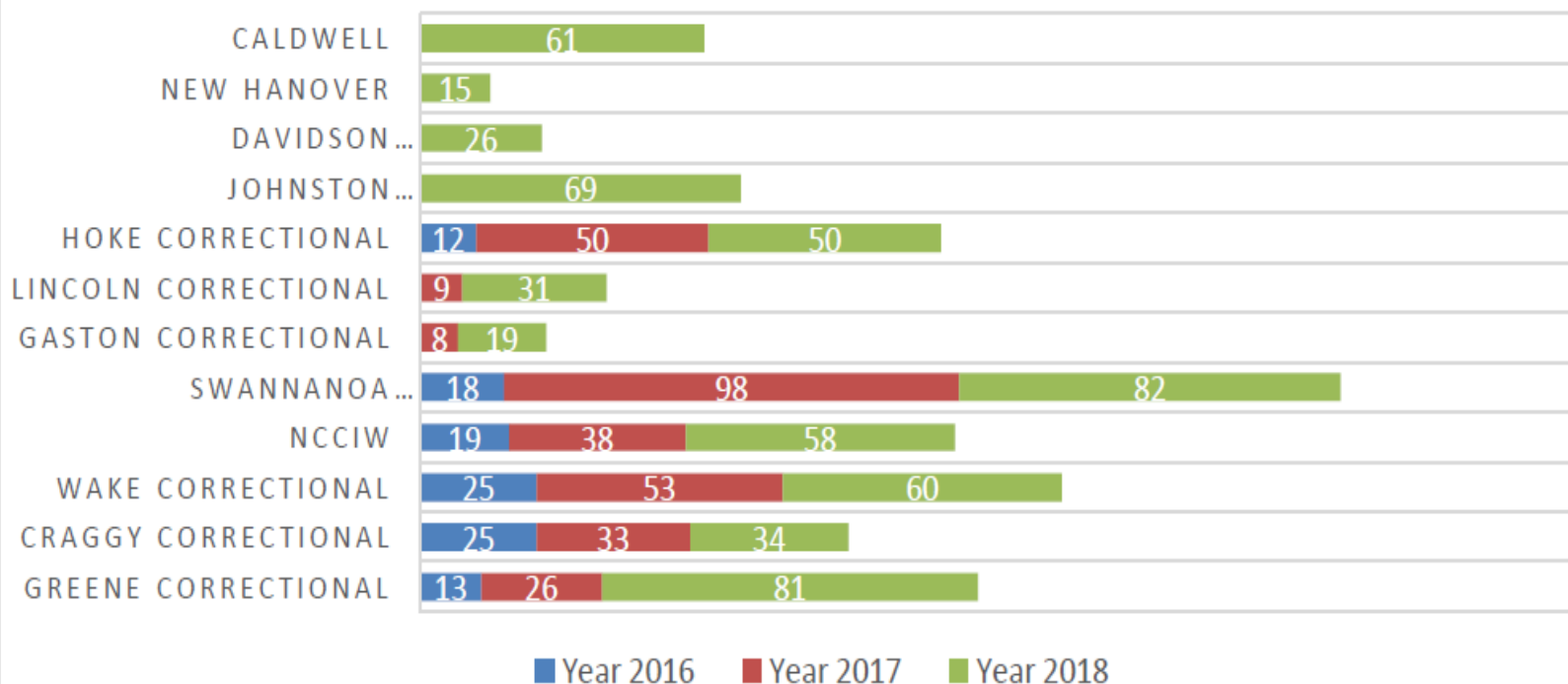
DMV Mobile Unit

- Deployed in all 7 DMV districts
  - 25 mobile stop locations
  - 15 prison stops including federal prison
- 3 DMV RVs
  - Special Events and Community Outreach
    - Azalea Festival
    - Got to Be NC Festival
    - N.C. State Fair
    - U.S. Marine Base Camp Lejeune

DMV Re-Entry Program Efforts

DMV CORRECTIONS SITE VISITS
DRVR SVCS ISSUANCES SEP 2016 TO DEC 2018

Site	Year 2016	Year 2017	Year 2018
CALDWELL			61
NEW HANOVER			15
DAVIDSON…			26
JOHNSTON…			69
HOKE CORRECTIONAL	12	50	50
LINCOLN CORRECTIONAL		9	31
GASTON CORRECTIONAL		8	19
SWANNANOA…	18	98	82
NCCIW	19	38	58
WAKE CORRECTIONAL	25	53	60
CRAGGY CORRECTIONAL	25	33	34
GREENE CORRECTIONAL	13	26	81

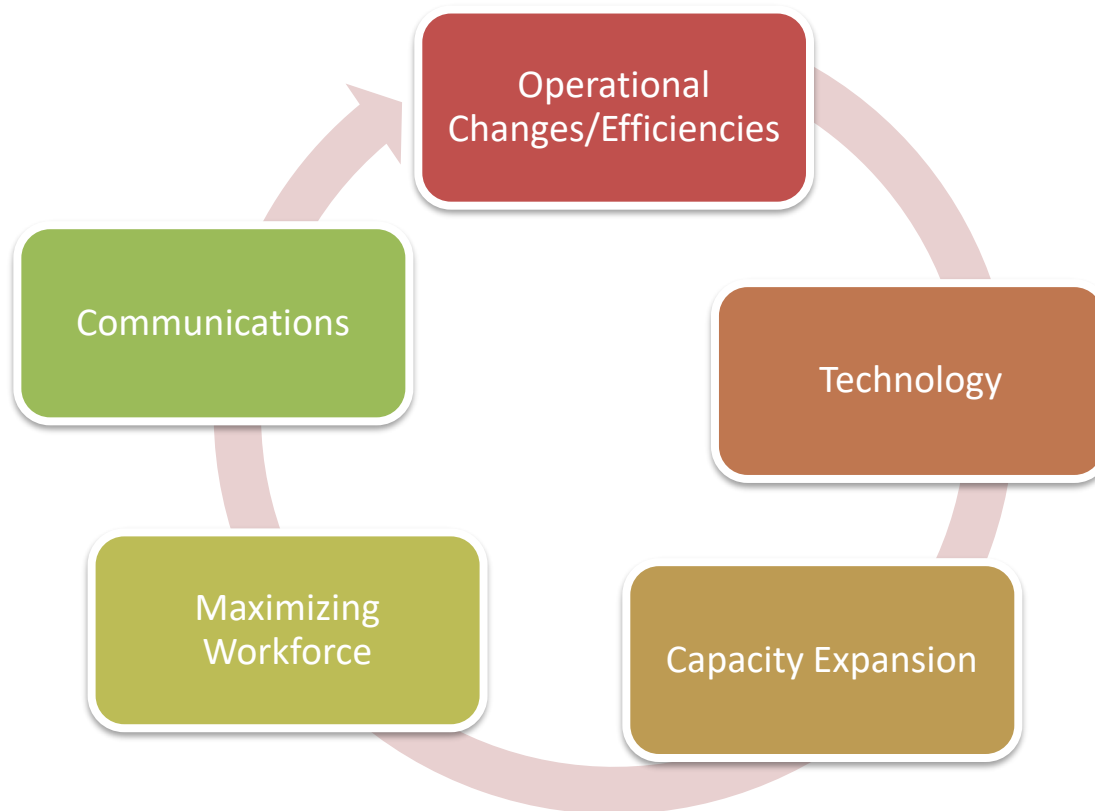■ Year 2016 ■ Year 2017 ■ Year 2018

PEAK SEASON

- Period of time when driver license offices have an increase in transactions, longer transactions and longer wait times at driver license offices.

- May 15 - August 31

Peak Season Preparation

- Contracted with Boston Consulting Group to identify efficiencies and reduce wait times
- Embedded with DLO since October
- Reviewed capacity, staffing and office placement
- Created SWAT Teams that are running pilots in multiple offices to determine what works

Peak Season Plan

Goal: < 30 minute wait time

Operational Changes/Efficiencies

Technology

Capacity Expansion

Maximizing Workforce

Communications

Operational Efficiencies

Express transactions

Knowledge test outsourcing

Road Test Teams

7-day knowledge retesting
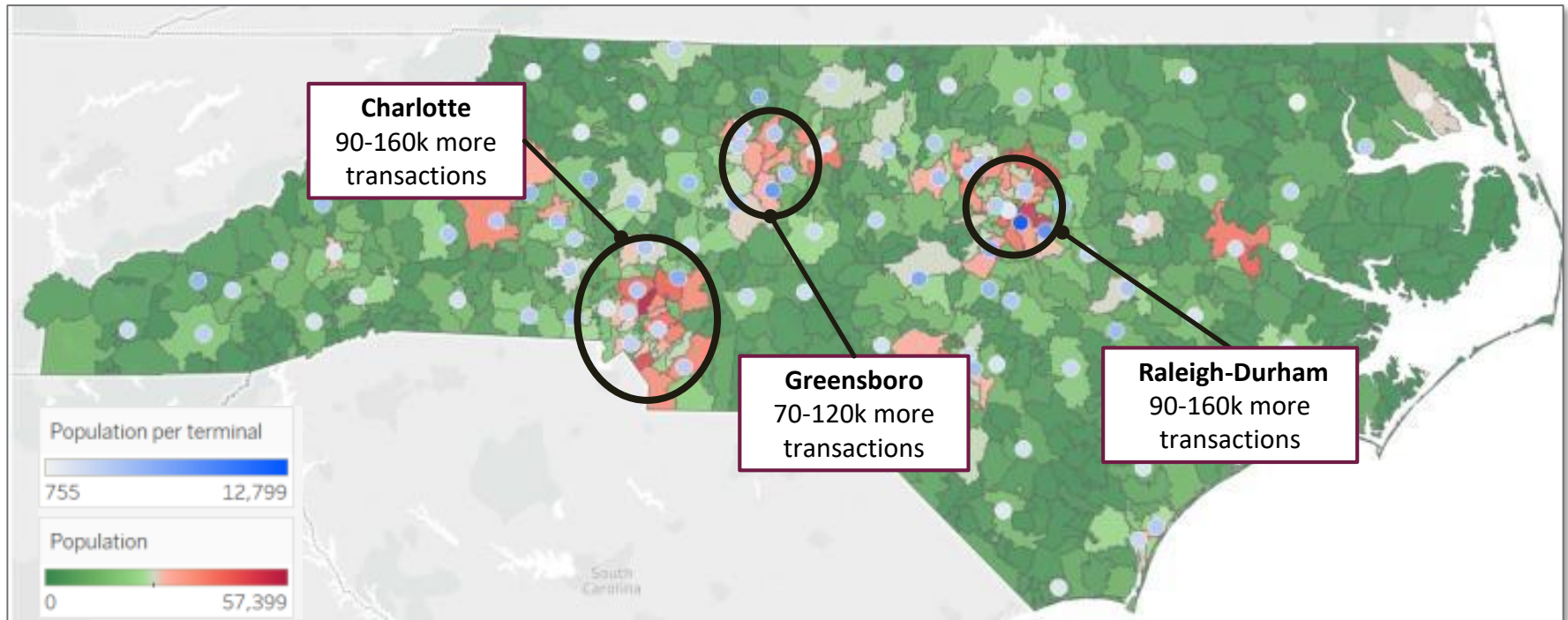
No training during peak season

Technology

IMPROVEMETNS

| Online Appointments | Virtual Ticketing | Online Service Expansion |

Population by Urban Zip Code

Charlotte
90-160k more
transactions

Greensboro
70-120k more
transactions

Raleigh-Durham
90-160k more
transactions

Population per terminal

755 — 12,799

Population

0 — 57,399

1. Terminal count based on assumption that new offices would only perform REAL ID services
2. Population of resident ages 16-64

Source: NCDMV Q-flow data, Feb-Oct 2018

Capacity Expansion

- Densely populated metropolitan areas are most likely to be affected by increased volume
  - Charlotte (7-13 terminals)
  - Raleigh-Durham (7-12 terminals)
  - Greensboro (5-9 terminals)

- All offices are currently affected by wait times

- Expected terminal needs based on projections of 25-45% increase in volume by October 2020

Capacity Plan

- Charlotte
  - March 6: opened 15-station full-service driver license office

- Greensboro
  - April: opening Express Office in train station

- Raleigh
  - Exploring locations in southern Wake County

Workforce Development

Seasonal Vacation Policy

Added 19 Positions/DLE's

Hire Temps

Strategic Position Placement

16

Communications

- Focused on education
  "Who really needs a REAL ID?"

- Community outreach & events
  - REAL ID Express Days
  - Festivals
  - Presentations upon request

- Website Updates
  - REAL ID is optional
  - Help citizens determine who REAL ID is for

- Heavier promotion of online services

PRISM

(Performance and Registration Information Systems Management)

- ## What is PRISM?
  - A Law Enforcement roadside tool to enforce Federal Motor Carrier Safety Standards
  - Motor Carriers are registered in International Registration Plan (IRP)
  - Motor Carriers nationwide must comply with FMCSA (Federal Motor Carrier Safety Admin) Safety Rules

- ## Why do we need it?
  - Committed to keeping highways safe

Questions?

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